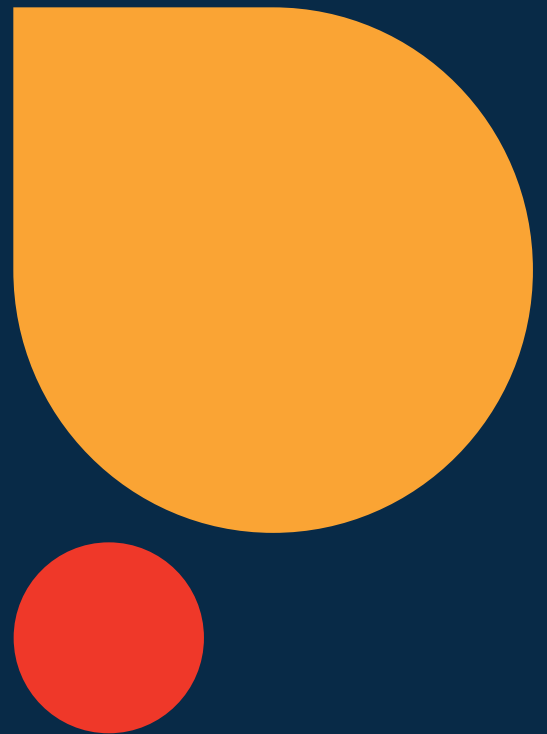




## TECHNOLOGY FOR SOCIAL JUSTICE

Infoxchange Group  
Annual Report  
2022







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IN THE PAST YEAR, WE'RE  
PROUD TO HAVE SUPPORTED:

2.8   
**MILLION**  
**PEOPLE IN NEED**

35,000+  
**NOT-FOR-PROFIT,  
COMMUNITY &  
GOVERNMENT  
SERVICES** 

#### OUR VISION

---

**TECHNOLOGY  
FOR SOCIAL  
JUSTICE**

#### OUR MISSION

---

**TO STRENGTHEN  
COMMUNITIES USING  
TECHNOLOGY TO  
CREATE POSITIVE  
SOCIAL CHANGE**



# WHO WE ARE

**Infoxchange is a leading not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. We tackle the biggest social challenges through the smart and creative use of technology.**

We work with community, government and corporate partners to solve issues around homelessness, family violence, mental health and disability, as well as supporting Indigenous communities, women, youth and families.

Our products and services are used by over 35,000 government and community services. We provide the right tools to improve efficiency and deliver greater impact.

And through our work in digital inclusion and social innovation we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up and TechSoup New Zealand. Together, we are Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

## RECONCILIATION ACTION PLAN 2022

The development of our first Reconciliation Action Plan which was launched in October 2020, has provided a framework for Infoxchange to reflect and strengthen our commitment to reconciliation with Aboriginal and Torres Strait Islander peoples.

Not only has it given us a focus to build awareness across the organisation of issues impacting on First Nations people but has continued to shape the work we are doing with communities across Australia.

Over the past year we have continued to strengthen our work with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO).

We are progressing with the implementation of our client & case management system across all Victorian Aboriginal Controlled health services, of which there are 24 services currently using the system. Our role is to work with each organisation to understand their requirements, with the aim of implementing a solution that provides each organisation ownership of their data which they can then use to make informed decisions to best support the communities they serve.

We have also played a role through our leadership of the Australian Digital Inclusion Alliance (ADIA) in contributing to the development of Australia's first Indigenous Digital Inclusion Plan

including consultation and co-design with First Nations people as a central element.

Led by the Reconciliation Working Group, we supported a number of awareness campaigns and activities centred around key dates and events including Change the Date campaign, National Close the Gap day, National Reconciliation Week & NAIDOC week. A highlight was the talk by Aunty Katrina Karlapina Power (proud Kurna woman) who shared with all staff her reflections on the importance of the Change the Date campaign.

We were delighted with the appointment of Brenz Saunders as a director to the Infoxchange Board in February 2022. Brenz is the Founder and CEO of Garu InfoTech, Deputy Chairperson of Tauondi Aboriginal College and Director of Far West Coast Investments. He is a strong and passionate advocate for digital inclusion in particular supporting greater opportunities to ensure digital accessibility and education for Aboriginal and Torres Strait Islander people.





## WE USE TECHNOLOGY TO EMPOWER PEOPLE AND COMMUNITIES

Through our work in digital inclusion and social innovation we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities.

We believe that nobody should be left behind in today's digital world.

### ASK IZZY

Our website that connects people in need with support services including housing, a meal, money help, mental health and family violence support, counselling and much more.

### DIGITAL SKILLS AND EMPLOYMENT PROGRAMS

We build digital inclusion across Australia by delivering training to help people gain digital skills, as well as supporting their transition into employment.

### COMMUNITY IMPACT TEAM

Our Community Impact team drives Infoxchange's social innovation and digital inclusion projects: co-designing, building and delivering suitable technology solutions to address community challenges. The team works directly with local communities and a wide range of partnerships across academia, business and government.

## USING TECHNOLOGY TO STRENGTHEN OUR SECTOR

Our products and services are used by over 35,000 government and community services.

We provide the right tools to improve efficiency and deliver greater impact, from nationwide service coordination and referral systems to IT support, advice, technology products and training that meets the needs of the not-for-profit sector.

### CLIENT AND CASE MANAGEMENT

Our client and case management solutions are trusted by more than 5,000 services across Australia to manage client-centred care and referrals.

### IT SUPPORT AND CAPACITY BUILDING FOR NOT-FOR-PROFITS

We offer managed IT support, training webinars and online education to build capacity within the not-for-profit sector and help organisations achieve the greatest impact with technology.

### DONATED AND DISCOUNTED TECHNOLOGY

We help eligible not-for-profits to access donated and discounted technology through Connecting Up and TechSoup New Zealand.

### SERVICE DIRECTORIES

Our service directory is Australia's largest and most up-to-date directory of health and welfare services. This directory powers Ask Izzy and is used by multiple not-for-profit organisations and government departments. We also deliver the SA Community directory, which is supported by the South Australian Government.



# A MESSAGE FROM OUR CHAIR AND CEO

Our work has never been more important as we pursue our vision of technology for social justice in a challenging environment with the COVID-19 pandemic, natural disasters and rising cost of living pressures impacting the lives of millions of people across our communities.

We are seeing record levels of demand for our products and services from across the community sector.

Usage of Ask Izzy and our service directories has grown by almost 50% in the past year as more people than ever before have been seeking food relief, financial aid, housing support, mental health and family violence services.

The sector has continued to invest in technology despite the challenging environment and we have been pleased to see a strong uptake of our Digital Transformation Hub with organisations prioritising their online presence, information systems, cyber security and staff capability.

It has also been encouraging to see an increased level of service coordination across the sector including our work on the One Stop One Story Hub with the Thriving Communities Partnership – bringing together frontline workers in corporate and community organisations to connect and refer their clients to a range of supports through a single access point.

## 5.9M+

Searches for assistance across our service directories



Over 10,000 organisations supported by our Digital Transformation Hub

## 900,000+

people have been supported through our Client and Case Management system



Over \$203M worth of technology products and services donated to not-for-profits

Some of our significant achievements this year include:

- » We helped a record number of people in need connect to support services with over **5.9 million** searches for assistance across our service directories including Ask Izzy.
- » Continued to improve the digital capability of community members across Australia through our shared value partnerships and work with the Australian Digital Inclusion Alliance (ADIA).
- » Supported over **35,000** organisations with a range of technology solutions including managed IT services, client and case management, service directory and referral solutions.
- » Over **\$203 million** worth of technology products and services were donated to not-for-profits in the last year through our Connecting Up and TechSoup New Zealand platforms.
- » Our Digital Transformation Hub established with seed funding from the Lord Mayor's Charitable Foundation and Gandel Philanthropy has grown with the support of a strong cross-sector partnership and has helped over **10,000** not-for-profit organisations in the first year of operation.
- » We hosted over **400** delegates at the 2022 Connecting Up conference.





Our teams are continuing to work with a sense of urgency to help connect people with much-needed services, address the issues of digital inclusion and lead the digital transformation of the sector.

Infoxchange's three-year strategy is focused on continuing to scale our impact with our vision of technology for social justice at the heart of everything we do.

This year we invested in a number of initiatives to support our strategy including next generation product development, transforming our managed IT services, development of Ask Izzy Plus and strengthening our people, capability and systems.

We have funded these investments of \$2.3 million to date from our retained earnings based on accumulated surpluses in previous financial years.

Our long-term strategic partnerships continue to play a critical role in helping us achieve impact at scale and we would like to thank all of our customers and partners across the government, corporate and for-purpose sectors for your support during the year.

A special thank you to all our staff, volunteers and advisory group members for your hard work and dedication during another challenging year. We also extend our gratitude to our Board for your leadership, guidance and unwavering support during the year.

**Morgana Ryan**  
Chair

**David Spriggs**  
Chief Executive Officer

## WELCOME TO OUR NEW CHAIR, ELANA RUBIN



Infoxchange is thrilled to announce the appointment of Elana Rubin as Chair of our Board commencing in November 2022 as we farewell Morgana Ryan at the end of her term.

Elana Rubin, AM has over 20 years experience as a non-executive company director across diverse sectors. Her career reflects a deep understanding of corporate social license to operate and a commitment to diversity, social equity and participation.

Elana is currently a director of Dexus, Telstra and Slater & Gordon. She is Chair of Victorian Managed Insurance Authority and a director of several unlisted and government entities. Previous board roles covered a wide range of sectors including technology, financial services, insurance, innovation, public policy, professional services and not-for-profit sectors including as a Board member of SecondBite and Teach for Australia.

Elana received a Member of the Order of Australia in 2021 for services to corporate governance and community and was granted a Life Fellow by the AICD in 2022.

We thank Morgana Ryan for her 10 years of service and dedication to Infoxchange's mission. During her tenure Morgana has driven greater Board diversity, supported our growth in impact through partnerships and focused on team wellbeing through a challenging period during the pandemic.



# OUR THREE YEAR STRATEGY: 2021–2024

## FOR OVER 30 YEARS, INFOXCHANGE HAS DELIVERED ON OUR VISION OF TECHNOLOGY FOR SOCIAL JUSTICE.

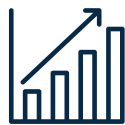
Our 2021–24 strategic ambition must be bold to meet the growing challenges facing our communities. Together, we aim to scale our impact by supporting the for-purpose sector to better serve people in need and disrupt disadvantage through cross-sector collaborations leveraging our products, data and expertise.

## SOCIAL OBJECTIVES



### Digital Empowerment

Support people experiencing disadvantage to improve their lives through the use of technology.



### Sector Capability

Build the capability of the for-purpose sector to have greater impact in their communities through the use of technology.



### Collaborative Impact

Leverage our products, services and data expertise in cross-sector collaborations to improve outcomes for people experiencing disadvantage.

## OUR FOCUS AREAS

Our products, services and partnerships support a broad range of people experiencing disadvantage. We focus our efforts on:



People experiencing housing stress or homelessness



Women, youth and families



Mental health



People with a disability



Disaster relief and recovery



## RECONCILIATION IN ACTION

We are committed to the Uluru Statement from the Heart and highly value the contributions of First Nations People in all of our work. Our Reconciliation Action Plan (RAP) will be brought to life across our focus areas by listening and reflecting on how we can better support Aboriginal and Torres Strait Islander communities through the use of technology.

## OUR GOALS

- #1. Scale our products and services to improve outcomes for people in need and the organisations that support them.
- #2. Share our data, insights and learnings to better inform, connect and empower the for-purpose sector.
- #3. Build and foster collective impact partnerships to disrupt disadvantage.
- #4. Our people, customers, partners and users consistently experience our brand in alignment with our values.
- #5. Infoxchange thrives as a social enterprise while serving our mission.

## HOW WE WORK

How we will work together to support our call to action:



### People at the heart

We will design our products and services with the people and organisations we support at the heart of the solution.



### Better outcomes

Our products and services will enable the for-purpose sector to be more effective in their work leading to better outcomes for people in need.



### Trustworthy & reliable

Our products and services will be trusted and reliable, driving consistency in how people experience our brand.



### Collaboration

We will build partnerships leveraging our expertise, products and data assets to tackle systemic social challenges.





Using technology to empower people & communities

# DISRUPTING DISADVANTAGE

**The pandemic and rising cost of living pressures has placed immense pressure on our communities and the services that support them.**

Our work in digital inclusion and social innovation utilises technology to empower people who are experiencing disadvantage.

11%<sup>1</sup> of Australians are still highly digitally excluded, and 13.6%<sup>2</sup> live below the poverty line.

We strongly believe that no one should be left behind in a world that relies so heavily upon technology.

Almost 90 percent of the Australian workforce requires at least a basic level of digital competence, so it's crucial that we continue our work to ensure all have access to the online world via programs, collaborations, partnerships and advocacy across the community and at all levels of government.

<sup>1</sup>Source: Australian Digital Inclusion Index 2022

<sup>2</sup>Source: Australian Bureau of Statistics 2020

<sup>3</sup>Source: Foodbank Hunger Report 2022

<sup>4</sup>Source: Targeting Scams Report 2021 (ACCC)

## 11%

of Australians are still highly digitally excluded

## 2M+

households in Australia have experienced severe food insecurity in the last 12 months<sup>3</sup>

## 13%

of Australian's live below the poverty line

## 71,266

phishing scams were reported in 2021 to Scamwatch, a 62% increase since 2020. One third of victims do not report scams.<sup>4</sup>

## 90%

of the Australian workforce requires at least a basic level of digital competence

## 12%

of all searches on Ask Izzy are for mental health services, a 30% increase over two years.

## ASK IZZY CONNECT

Ask Izzy Connect is a collaboration between TPG Telecom and Infolxchange.

The concept of Ask Izzy Connect is to develop additional capacity for frontline workers to support individuals experiencing vulnerability or challenges in their life by developing frontline vulnerability training programs and implementing improvements to the Ask Izzy platform.

Ask Izzy Connect will provide a pathway for customers who find themselves experiencing hardship, by referring them to services to support their needs. The team at Infolxchange train frontline staff (for example, in a retail setting) to recognise forms of hardship and vulnerability and then safely engage and refer these people to Ask Izzy in order to identify relevant services.

As at June 2022, Infolxchange and TPG had developed a pilot program and were in the first phase of rolling out this training to staff across various locations.

*"It can feel a bit empty not having any real solutions to offer customers, so to be able to provide that extra layer of support is really useful"*

- TPG Research Participant



# ASK IZZY – ANOTHER YEAR OF CONNECTING WITH OUR COMMUNITY

Ask Izzy is our website that works to connect people experiencing disadvantage with housing, a meal, assistance with financial issues, family violence support, mental health services and beyond. It is free, completely anonymous and lists over 400,000 different services across Australia.

Our ongoing support from Telstra and Vodafone allows Ask Izzy to remain accessible to those who don't have credit on their device or access to a free Wi-Fi network.

## ASK IZZY PARTNERS

Ask Izzy was developed by Infoxchange in partnership with Google, realestate.com.au and News Corp Australia. Thank you to our supporting partners, Australian Government Department of Social Services, Great Southern Bank, Telstra Foundation, Lord Mayor's Charitable Foundation, NAB Foundation, Victorian State Government and TPG Telecom.



## 3.1M

Ask Izzy received **over 3.1 million searches** for assistance over the last 12 months



**23% of users** seeking housing assistance were families with children

## 62%

of Ask Izzy users are **female**



Food topped the Ask Izzy search categories with **33% of users** seeking some type of food relief service

## 400K

Ask Izzy lists **over 400,000** community services



Ask Izzy team on launch of our awareness building campaign with oOh!media

## ASK IZZY PRODUCT ADVISORY GROUP

Community collaboration and the voice of lived experience is essential to Ask Izzy's ongoing improvement and ability to connect people in need with over 400,000 support services across Australia.

This is why we established our Product Advisory Group (PAG). Members contribute their skills and experience to ensure Ask Izzy is the best it can be for people in need.

PAG members represent the wider community and bring diverse backgrounds, knowledge, and lived experience to the table.

Our Product Advisory Group was involved in a multitude of activities in the last year including:

- » Testing our new Ask Izzy "Share and Compare" feature
- » Ask Izzy Connect research
- » Google Artificial Intelligence (AI) for Social Good testing

Thank you to our PAG members Elvis, Vicky, Amanda, Luis, Nikki, Sam, Tameika, Dan, Simon, Jo and Brendon for your ongoing contribution to Ask Izzy.

## ASK IZZY DISABILITY REFERENCE GROUP

When designing, building and implementing digital tools to support vulnerable communities, we believe it's vital to consult with the people who will actually use them.

In 2021, we established our first Disability Reference Group (DRG) to help us better meet the needs of people with disability, their families and carers through our products like Ask Izzy.

DRG members bring to the table a diverse range of backgrounds, perspectives and lived experiences to help us improve the accessibility of our products and services.

Our Disability Reference Group were involved in the following activities in the last year including:

- » Research activity allowing the Ask Izzy team to gain understanding around the experiences of people living with a disability
- » Assistance with navigation testing of the Ask Izzy website
- » Testing our new Ask Izzy 'Share and Compare feature'

Thank you to our DRG members Brendon, Nic, Sy, Jody, Tegan, Stephanie, Jan, Joal, Kim and Marcy for your generous contribution to Ask Izzy over the past 12 months.

## ASK IZZY & OOH!MEDIA COLLABORATION

In June, oOh!media and Infochange announced a community partnership to help drive awareness of Ask Izzy throughout the community.

The outdoor advertising campaign was rolled out in the Melbourne CBD and surrounding suburbs, using oOh!media's assets at public transport locations including bus shelters, railway stations and tram stops, and throughout major retail precincts and centres.

As part of a long-term partnership, oOh!media will work with Infochange to develop an innovative dynamic trigger for its digital network, to provide real-time alerts and information for those in need, such as where to find support when a major weather event is predicted. The campaign is expected to be launched nationwide on oOh!media's more than 35,000 locations across Australia.

The Ask Izzy team will continue to be guided by the voices of the communities it serves as they further expand the platform and are looking forward to reaching more of those in need through the partnership with oOh!media.



# 3.1M

## ASK IZZY

### SEARCHES IN THE LAST YEAR



#### TOP 5 CATEGORY SEARCHES



**33%**

Food



**20%**

Housing



**19%**

Money  
help



**8%**

Mental  
health



**6%**

Centrelink

#### TOP 5 DEMOGRAPHICS OF USERS SEEKING HOUSING SUPPORT



**23%**

Families with  
children



**17%**

Mental or  
emotional  
difficulties



**16%**

Escaping  
family  
violence



**13%**

Aboriginal  
and/or Torres  
Strait Islander

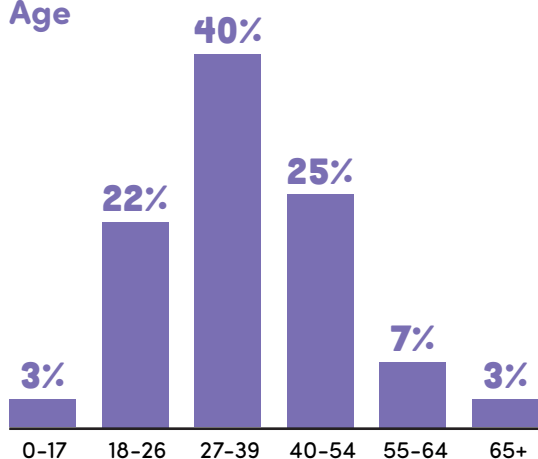


**6%**

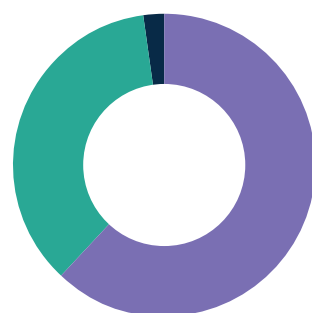
Have pets

#### BREAKDOWN OF ASK IZZY USERS

##### Age



##### Gender



● 62% Female  
● 36% Male  
● 2% Trans/gender diverse

##### Location

NSW ..... **33%**  
 VIC ..... **29%**  
 QLD ..... **22%**  
 WA ..... **8%**  
 SA ..... **5%**  
 TAS ..... **1%**  
 NT ..... **1%**  
 ACT ..... **1%**

# CONNECTED COMMUNITIES

**Infoxchange recognises that traditional approaches to digital inclusion are not suitable for some of the most excluded members of our community.**

Our goal is to develop tools, sharable insights and processes to support a new approach to community engagement around digital technology. This starts with identifying barriers to social participation, building authentic partnerships, and most importantly allowing the community to lead the way in developing a program that builds sustainable capacity and resilience.

Infoxchange collaborated with Australian Red Cross and our delivery partners Star Health and Greenhills Neighbourhood House to begin rolling out this program onsite with a team of Star Health Social workers, with participant numbers doubling in only a few short months.

Sharing knowledge and engaging in meaningful conversations is a key part of the Connected Communities program. Along with supporting participants to develop new skills in using technology, we also facilitate conversations that allow them to share their insights, skills and experiences.

These discussions may cover the joys or frustrations of technology use, interactions with family, community and services or ideas they may want to explore.

This project builds upon our foundational research undertaken through the Connected Futures project, our human-centred design research approach involving over 130 people living throughout the eastern states of Australia to help improve community resilience and increase digital inclusion.

“

I didn't know that so much fun existed – I now have a big appetite to see the different things that are possible and I'm taking advantage of every opportunity I can to learn.

”

**LUBYA, PARTICIPANT**



Laura Notman, Community Engagement Manager (left), Anna Morgan, Social Innovation Lead (right) with members of Star Health.



# THE SERVICE DIRECTORY CONNECTING AUSTRALIA'S SOCIAL SECTOR

**Our service directory is a dynamic database of 400,000+ health, community and welfare service listings across Australia.**

Our customers include federal, state and territory governments, local councils and numerous community organisations.

Our service directory powers SA Community, Ask Izzy and Service Seeker. Searches on Ask Izzy made up more than half of all Service Directory requests, with the most frequently searched services including those related to food, financial assistance and housing.

Our service directory is a dynamic database of 400,000+ health, community and welfare service listings across Australia.

## 5.9M

searches across our service directories in the past 12 months



Our customers include the federal, state and local governments

## 416K

More than 416,000 organisations are listed across our service directories



Most frequently searched services including those related to food, housing, financial assistance and mental health

## RECOVERY CONNECT

Australian communities have experienced enormous and sustained challenges due to flooding year. Infoxchange has continued our partnership with Services Australia to deliver Recovery Connect, providing access to our service directory to ensure those in need can access the most relevant, up-to-date information and services.



# BOOSTING QUEENSLAND HOUSING AND DOMESTIC VIOLENCE SERVICES

## LADY MUSGRAVE TRUST

Infexchange's service directory has improved the provision of quality information and access to crisis services for thousands of women and families in Queensland.

As part of a new partnership, the information in Lady Musgrave's new online directory is populated via a plug-in to the same service directory that powers Ask Izzy.

## ACCURATE DATA FOR PEOPLE IN CRISIS

The need for an improved directory solution was identified by Lady Musgrave Trust CEO Victoria Parker, who was concerned about the impact on families in crisis of inaccurate or out of date data.



When families are in crisis, they need to be able to quickly access information that they can depend upon.



VICTORIA PARKER, CEO

*"We know from experience that if they reach out and the information is incorrect or out of date, this can be frustrating, sometimes harmful – or even dangerous."*



The team at Lady Musgrave Trust explore their new database.

## REDUCING THE MARGIN OF ERROR

Thanks to the service directory team led by Robyn Karlsen, Lady Musgrave Trust's service directory listings are now available online for the first time and are kept updated by Infexchange database updaters.

*"It's important to understand that even a small margin of error on this information can have a huge impact on vulnerable women and families,"* said Victoria.

*"Knowing that the information is being checked and updated regularly is so reassuring."*

## GOVERNMENT SERVICES PLUGGING IN

The quality of the new directory has already been recognised by the Queensland Department of Corrections and Queensland Police Service's Vulnerable Persons

Unit, who are sharing the directory link with hundreds of women.

*"I have a lot of confidence that it's doing what it's meant to do because I've had direct feedback from a number of frontline organisations,"* said Victoria.

*"Everyone who has seen it so far, has said it's fantastic, really easy to use and that the data is great."*

## FEWER BARRIERS TO ACCESS

Ensuring as many people as possible are aware and have access to the information they need is key for Victoria and her team.

In 2023 the Trust will be distributing thousands of hard copies of its redeveloped *handy guide* across Queensland.

This will be the first time the *handy guide* has been populated via the Infexchange service directory.





Using Technology to strengthen our sector

# HOW WE'RE HELPING

The last year has been another period of growth across the sector as organisations continue their digital transformation journeys.

The Digital Transformation Hub has now been up and running for over 12 months and has proven to be an invaluable resource for not-for-profits of all sizes and services.

Our managed IT services team has continued to grow in response to increased demand from the sector, delivering cloud-based services and over 37,000 hours of support in the last year alone.

The team at Connecting Up has continued working hard to ensure they are able to facilitate at least **\$203 million** worth of discounted and donated technology to the sector in collaboration with our partners including Google, Amazon Web Services and Microsoft.

## 408,035

electronic referrals were sent for people requiring support in the last year



Over **900,000** individuals have been supported via our bespoke client and case management systems

## \$203M

We facilitated over \$203m worth of technology discounts through our partners at Connecting Up



The team provided over **37,000 hours** of tech support in the last year which is almost 10,000 more than last financial year

We're proud to offer technology donations and discounts in partnership with more than 50 organisations, including:

**techsoup**

**Adobe**

**amazon**  
web services

**calxa**

**CISCO**

**CyberPower**

**Google**

**Goodtel**

**Lenovo**

**Microsoft**

**myob**

**NortonLifeLock**

**OnBoard**

**REBOOT IT.**  
refurbished equipment specialists

**zoom**



# CONNECTING UP CONFERENCE AND TECHNOLOGY AWARDS

We were thrilled to play host to more than 400 delegates at the 2022 Connecting Up conference, held in May at the Melbourne Convention and Exhibition Centre.

For the third year in a row, we teamed up with the Victorian Government (as a major event partner) and partnered with over 30 organisations throughout the event.

We were delighted to host the Honourable Dr Tien Kieu,

Senator Janet Rice and the Honourable Dr Andrew Leigh MP, all speaking to a highly engaged room.

Keynotes were given by prominent sector leaders including Community Council for Australia Chair Reverend Tim Costello, Australian Council of Social Services President Peter McNamara and Community Council for Australia CEO David Crosbie, all bringing valuable insights to the program.



## 2022 NOT-FOR-PROFIT TECHNOLOGY AWARD WINNERS:

- » **Best Accidental IT Person** – Kirsten Miles from Safe Steps.
- » **Best Social Media Campaign of the Year** – Global Citizen Oceania for the Global Poverty Project Campaign.
- » **Best Technology Achievement by a First Nations Person** – Kira-Lea Dargin from the NSW Aboriginal Land Rights Association and Wayne Harvey from Community First Development.
- » **Not-for-Profit Technology Innovator of the Year** – Shared by Justice Connect, Orygen Digital and Amplify Social Impact Online at the Centre for Social Impact. Commendations in this category were awarded to Humanitix and Marrickville Legal Centre.
- » **Not-for-Profit Technology Lifetime Service Award** – Walter de Jong from Work Ventures and Manar Ahmad from Helping ACT. A commendation in this category was awarded to Jessica MacPherson from Blaze Your Trail.
- » **Technology for Community Impact Award (Best Private Sector Organisation)** – Connecting You to a Better World, GoodTel.
- » **Not-for-Profit Technology Volunteer of the Year** – Rubinah Ahmad from the Australasian Muslim Times (AMUST) and Kevin Whelan from U3A Victoria





# SUPPORTING THE SECTOR THROUGH CLIENT AND CASE MANAGEMENT

Our client and case management systems continue to be utilised by thousands of government and community services across Australia, supporting safe and efficient care management for the most vulnerable people of our communities.

It is encouraging to see more organisations leveraging digital technologies effectively, supporting staff and volunteers to perform their jobs effectively at home, in the office and wherever they need to work.

This includes ensuring that organisations have appropriate, fit-for-purpose client and case management systems allowing for less time spent on admin, and more time out in the community delivering vital services.

## OUR REACH:

### 7M+

Over 7 million client records are securely stored across our client and case management systems

### 408,035

electronic referrals sent for people in need of support in the last year

### 5,048

community not-for-profit and government services use our systems to securely manage client data and referrals

## SOME OF THE SERVICE AREAS WE ASSIST:



### 1,934

Housing & homelessness



### 2,307

Women, youth & families



### 335

Indigenous communities



### 111

Disability



### 290

Mental health

## ORGANISATIONS WE'RE PROUD TO PROVIDE WITH CASE MANAGEMENT SOLUTIONS INCLUDE:



Australian Government  
Australian Institute of  
Health and Welfare

the  
power of  
humanity



Launch  
HOUSING

IT'S TIME TO END  
HOMELESSNESS



VincentCare  
Engage. Enable. Empower.







# SUPPORTING DIGITAL TRANSFORMATION ACROSS THE SECTOR

In July 2021 Infoxchange launched the Digital Transformation Hub. A 'one-stop-shop' for Australian not-for-profits to build digital capability and resilience.

Thanks to a strong cross sector partnership led by our founding partners Gandel Foundation and Lord Mayor's Charitable Foundation, the team have been able to deliver an invaluable resource to the sector.

The Hub brings together a wide range of digital skills-building programs and resources, access to technology solutions and bespoke advice from a range of experts to ensure all not-for-profits have the ability to deliver greater impact.

“

Without the support of the Digital Transformation Hub, the move to Office 365 would have taken us twice the amount of time, and it would have been so inefficient. The team were amazing at understanding our needs as a community service organisation. They shared our values and respected our volunteers as equitable team members. It instilled so much trust knowing that somebody understood us.

”

COFFS HARBOUR NEIGHBOURHOOD CENTRE (CHNC)

## 10,000+

organisations have accessed resources and products



2388 organisations have access training and capability programs and resources

## 35%

Tech foundations resources have been most popular with 35% of users accessing this area of the Hub



Over 250 requests have been supported via our Expert Bar, with 40% of these requests relating to cloud technology

## BETTER TECH TO ENABLE BETTER CARE

The Pink Elephants Support Network is a not-for-profit that provides information, resources and evidence-based support for individuals, their partners, and families who have experienced the trauma of miscarriage and early pregnancy loss.

Early pregnancy loss can be a traumatic and isolating experience for mothers and their families, with long-term impacts on mental health. The Pink Elephants Support Network was founded in 2016 to meet an unmet community need and provide tailored support pathways for grieving parents.

The Pink Elephants provide a range of services, including emotional support resources, online support communities, bereavement support groups (six-week personalised online programs), and workplace support programs to support their employees through periods of parental grief.

## THE NEED - APPROPRIATE DIGITAL SOLUTIONS

Online support communities currently meet on closed groups through social media platforms.

These communities address the different needs women and their families experience during early pregnancy loss.

One of the challenges Pink Elephants faces using this approach is the inability to capture data about their beneficiaries and their support history. Additionally,

the platform's algorithm can market pregnancy and baby-related products to participants – a highly inappropriate and triggering experience for the group's audience in what is supposed to be a safe space.

Using social media to facilitate support groups has become untenable for Pink Elephants. They are unable to provide adequate care in this kind of environment.

### DEDICATED TECHNICAL SUPPORT AT EVERY STEP

Pink Elephants' Co-Founder & CEO, Samantha Payne, and National Partnerships Director, Amanda Tipping, approached Infoxchange through the Hub. Sophie, our Hub Consultant, facilitated a series of workshops with Pink Elephants' staff to understand their problem and develop clear outcomes, benefits and requirements for a digital upgrade. Sophie collated the information into a presentable pack for Pink Elephants' board to consider.

With the board's approval to proceed, Sophie reviewed over 40 systems while considering the most appropriate solution for Pink Elephants' requirements, budget,

size, resources and organisational growth in the coming years. The research process resulted in a shortlist of suppliers.

Sophie supported Pink Elephants through the procurement journey and helped develop a Request for Information paper for distribution to each supplier. She also guided the Pink Elephants team through the demonstration meetings and supplied templates to score each supplier and help ultimately select one.

### TECH THAT EMPOWERS IMPACT

Throughout the process, Sophie provided guidance and developed a project implementation plan considering resource and budget constraints. Pink Elephants now have a trusted project manager and a three-year phased implementation.

*"We're a small team with only five part-time staff. We couldn't have selected the right system without the Hub's support. Sophie helped us to have the right conversation with the right suppliers at the right time to get the right outcomes,"* Amanda says.

The support from the Hub over an eight-month engagement saved the Pink Elephants team enormous time and resources. With the implementation of the right digital solution, the organisation has brought to fruition its vision of providing safe, secure support based on individual bereaved parents' needs.

Amanda describes the support provided through the Hub as unwavering. *"The team at the Hub was always available to support. They immersed themselves within our business, wanting us and helping us to succeed, not just to tick a box or complete a deadline,"* Amanda says.

With the support provided through the Hub, Pink Elephants are now on the right path to collect their data and reduce poor mental health outcomes associated with pregnancy loss by developing more personalised support. By identifying areas of need and more accurately capturing their impact, they will now be in a stronger position to secure future funding and improve the organisation's sustainability.

## PARTNERS WHO SUPPORT THE HUB WITH RESOURCES AND EXPERTISE INCLUDE:





# WHAT'S NEXT?

We have several transformative social impact projects in the pipeline for the coming year.

## EMPOWERING IMPACT MEASUREMENT ACROSS THE SECTOR

The Digital Transformation Hub team will be forming a Data Catalyst Network of organisations committed to breaking cycles of disadvantage through more effective data use.

The pilot network will commence in 2023 and:

- » share how best practice use of data for social impact
- » develop a data toolkit that enables organisations to use data more effectively
- » identify, scope and prioritise data initiatives that could make a transformative impact
- » share stories of data for impact success, to encourage more organisations to explore their data, understand their impact and transform lives.

## NO WRONG DOORS FOR PEOPLE EXPERIENCING HOMELESSNESS

As part of Western Australia's 10-year Strategy on Homelessness 2020-2030, the Department of Communities is developing an Online Homelessness Services Portal that will make it easier for people experiencing homelessness to access accommodation and other services in Western Australia.

After a rigorous co-design process with the homelessness sector and a thorough evaluation process, The Department of Communities awarded the development contract to Infoxchange, who submitted an offer in partnership with Anglicare WA, the Innovation Unit and Anthologie.

Development of the Portal is underway with engagement and consultation with the homelessness sector, and the tech teams at Infoxchange are deep into the work of this large-scale project.

The Portal design will consider existing operational practices and priorities used across the sector to identify and secure the optimal response for an individual or family experiencing homelessness.

The Portal will maintain real-time data on available beds and supports across a wide range of service providers and will be a tool for people to securely manage and share their own confidential information. The Portal will support improved referral pathways to secure the most effective response, and make it quicker and easier to support people who are experiencing or at risk of homelessness.





Our people



# OUR PEOPLE



**It is our people that ensure the important contribution that we make to the not-for-profit sector has continued to make impact over the past 12 months. We couldn't do what we do without the ongoing efforts that our wonderful people make every day as we work toward our vision of technology for social justice.**

This last financial year has seen much change at Infoxchange, with new roles created and an increased focus on strategic people initiatives which contribute to Infoxchange being a great place to work.

Our first ever full organisational talent review was conducted early in 2022 which helped us gain some great insights and understand every single person in our organisation, what their strengths are and where we have opportunity to provide more development opportunities.

What better way to kick off development than focusing on our people managers and enabling them with tools to uplift their capabilities in managing the diverse teams we have here at Infoxchange. A new Management Series is seeing every manager undertake a seven-part program over the next 12 months.

In May 2022, we released our first Infoxchange Employee Value Proposition (EVP), engaging with team members across all our office locations, newstarters, leavers and people in between. It was clear to everyone why they were at Infoxchange, and it simply came down to it being *'a place where **diverse, smart and passionate people embrace the power of technology to improve social justice outcomes and feel supported to belong and thrive**.'*

We look forward to continuing to bring this EVP to life for those who have joined us, those who returned, and those who will join us in the future.



**Kate Hickman**  
Head of People and Culture

## OUR VALUES



Commitment



Inclusion



Collaboration



Innovation



Accountability



# 178 STAFF



**42%**  
FEMALE

**55%**  
MALE

**03%**  
NON-BINARY



SPEAK A  
LANGUAGE  
OTHER THAN  
ENGLISH  
FLUENTLY

**40%**

**43%**  
BORN OUTSIDE  
OF AUSTRALIA



ACROSS

**18**  
COUNTRIES

## FUN FACTS



**5** Babies born



**Uno** is our favourite card game



**60%** of staff live with a pet



**53%** of us would choose  
pizza over pasta



**The Lion King** is our  
favourite Disney movie



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# OUR LEADERSHIP TEAM





Infoxchange is led by a group of dedicated professionals who are passionate about using technology to drive social change and foster stronger communities. Our leaders possess a breadth of local and international experience across the community, government and technology sectors.

#### 2021/22 Executive Leadership Team (left to right):

- » **Mike Davis:** Head of Strategic Partnerships and Communications
- » **Laura Notman:** Acting Head of Community Impact Team
- » **Wayne Gorst:** Head of Corporate Services
- » **Ben Shaw:** Head of Community Impact
- » **Brian McLaughlin:** Chief Operating Officer
- » **Kate Hickman:** Head of People and Culture
- » **David Spriggs:** Group CEO of Infoxchange and Connecting Up
- » **Alison Ramsay:** Head of Technology
- » **Cass Read-Hamilton:** Head of Delivery Operations





# OUR BOARD

The Infoxchange Board is comprised of a diverse group of leaders with extensive National and International experience and expertise across community, business and government sectors.



## MORGANA RYAN, CHAIR

Morgana's career spans strategic, IT and business process transformation across the corporate and international development sectors. Morgana is the author of two books Building a Better International NGO and Navigating Change for International NGOs. She's also a non-executive director on the Wodonga TAFE board and the CARE Australia board. She is a Fellow of the Australian Institute of Company Directors.



## LINDA O'BRIEN, DEPUTY CHAIR

Linda was Pro Vice Chancellor at Griffith University and Head of the Logan Campus. Linda currently chairs the ORCID Board, a non-profit global research infrastructure organisation and is a Director on the Board of Logan Together, a not-for-profit organisation seeking to improve outcomes for children in Logan. Linda has published and presented both nationally and internationally and contributed to a number of state and national digital research infrastructure initiatives.



## CAROL AUSTIN, DIRECTOR

Carol Austin is an experienced investment professional with a strong interest in public policy and social justice. She is currently a director of HSBC Bank Australia, State Super and the Grattan Institute, and is Chairman of the ACT Investment Advisory Board. Carol has served on the Future Fund board and several advisory boards. She is a Fellow of the Australian Institute of Company Directors and a member of the ANU College of Business and Economics Hall of Fame.



## JON BISSET, DIRECTOR

Jon is the CEO of the Community Broadcasting Association of Australia and CEO of RPH Australia, the peak body for the Radio Reading Network. He has spent more than 25 years as a Chief Executive and non-executive director of non-profit organisations, covering health and ageing, media, technology and fundraising. He is a graduate of the Australian Institute of Company Directors, the Harvard Business School Strategic Perspectives of NFP Management Program and the Sydney Adaptive Leadership Program.



## KATHERINE BOICIUC, DIRECTOR

Katherine Boiciuc is a Director at Maximus International and is recognised as one of Australia's 29 Inspirational Women making waves in STEM. She has been an advocate and global keynote speaker on diversity in technology and women in tech for more than a decade. Katherine has held senior and influential roles focused on global impact and world technology enablement. Her credentials include a Master of Leadership and a Master of Business Administration.



### **JO FISHER, DIRECTOR**

Jo has been on the Infoxchange Board since 2012 and is the Founding Director of Fisher Leadership. Jo is also a member of the Australian Institute of Company Directors (AICD) National Education Advisory Committee, a founding member of the International Women's Forum of Australia and is an Adjunct Professor at Deakin University. She holds a Master of Applied Positive Psychology, an MBA and is a graduate of the AICD.



### **DAVID JONAS, DIRECTOR**

David has served on the Infoxchange Board since 2012 and is a consultant, director and writer. Previously he headed up commercialisation for the Capital Markets CRC where he led their health R&D program and was founding CEO of Lorica Health. David was founder/CEO of e-commerce advisory firm ETC, acquired by Securenet (now part of Verizon). His leadership in online services led to appointments to several Australian and European Union Government bodies.



### **PARTHA NAG, DIRECTOR**

Partha joined the Infoxchange Board in 2014 and is Chair of the Finance Committee. He has more than 16 years' experience in senior executive roles, corporate governance & risk management. He is currently Executive Director of Strategic Business Alliance and also serves as a board member for various other not-for-profit organisations.



### **AMY ORANGE, DIRECTOR**

Amy is Co-Founder of Collab4Good, Social Procurement Lead at Social Traders and Principal of Fourth Sector Solutions. Amy uses her experience and expertise from more than 12 years in the not-for-profit community services and social enterprise sectors to develop sustainable impact-driven business models and strengthen ecosystems to align people, planet and profit for a better world. Amy holds an MBA and was recognised in 2018 as one of the InDaily Top 40 Under 40 business leaders in South Australia.



### **ELANA RUBIN AM, DIRECTOR**

Elana has over 20 years experience as a non-executive company director across diverse sectors. Elana is currently a director of Telstra and Slater & Gordon. She is also Chair of Victorian Managed Insurance Authority and a director of Transurban Queensland, WestConnex and Victorian Funds Management Corporation. Elana received a Member of the Order of Australia in 2021 for services to corporate governance and community and was granted a Life Fellow by the AICD in 2022.



### **BRENZ SAUNDERS, DIRECTOR**

Brenz is the Founder and CEO of Garu InfoTech, Deputy Chairperson of Tauondi Aboriginal College and Director of Far West Coast Investments. He is a strong and passionate advocate for digital inclusion in particular supporting greater opportunities to ensure digital accessibility and education for Aboriginal and Torres Strait Islander people. He also serves as a board member of Generation Australia's First Nations Advisory Group and as a regional council member for the Australian Information Industry Association.





Finances

# FINANCE & SUSTAINABILITY

We have seen continued growth in demand for our products and services over the last year in a challenging environment as the community sector has responded to the pandemic, natural disasters and rising cost of living pressures.

This year saw total income for the Infoxchange Group of \$30.2 million, an increase of 5% from the previous year.

We are grateful for the continued support of our customers and partners across government, philanthropy, corporate and not-for-profit sectors that have enabled us to achieve this result.

Organisations across the community sector have faced many challenges in the uncertainty of the current economic environment. Delays in the implementation of projects by some of our customers had financial impacts during the year, although we continue to have a strong pipeline of work in this area.

We have been encouraged by the funding received from philanthropy, state governments and corporate partners to support our work enabling the digital transformation of community organisations.

We have also been fortunate to receive generous in-kind support from several corporate partners over the past 12 months to help promote Ask Izzy, including Google, News Corp Australia and oOh!media. These partnerships have been essential at a time of record demand for support services across the community.

## \$30.2M

total income this year



we will continue investing in several strategic initiatives funded from retained earnings

## 5%

increase of 5% of total income compared to the previous year

Following significant surpluses in the previous three financial years, the board has decided to continue investing in several strategic initiatives funded from retained earnings. These initiatives include next-generation product development, the transformation of our managed IT services, the development of Ask Izzy Plus, strengthening our people and work culture, capability and systems, and uplifting our information security capability.

The total investment in strategic initiatives (including capital expenditure) to date is:

Next Generation Product Development	\$1,054,391
Managed IT Services	\$670,454
Ask Izzy Plus	\$282,123
People, Capability and Systems	\$364,772
<b>TOTAL</b>	<b>\$2,371,740</b>

The financial year result has also been impacted by the movement in investment markets over the past 12 months with a net loss of investment fair value of \$586,923.

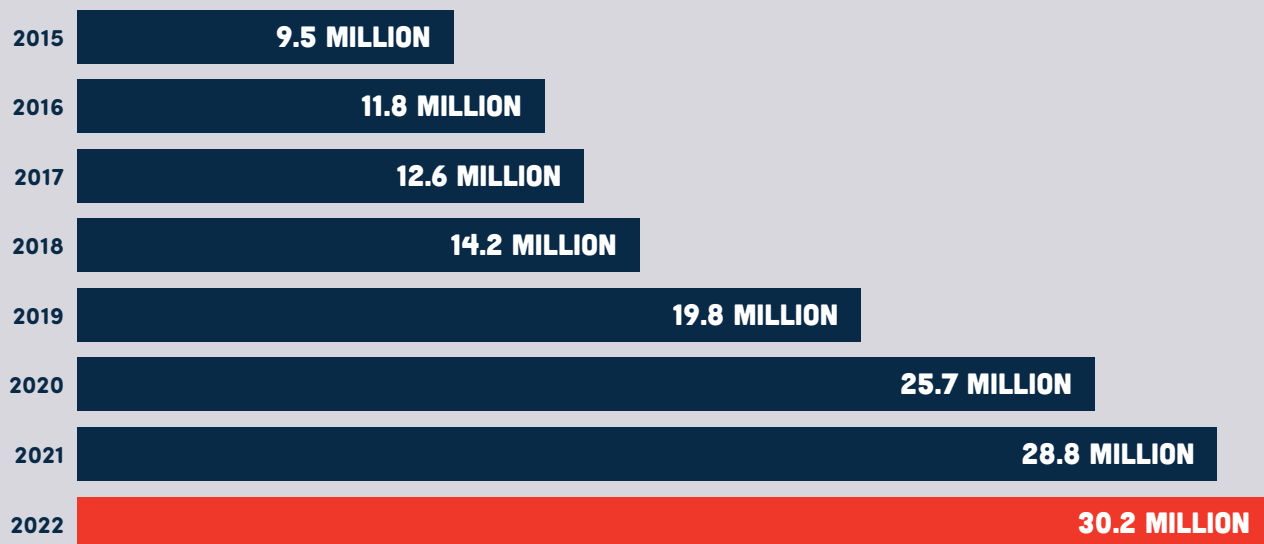
The Infoxchange Group accounts were audited by BDO, Melbourne, and a full copy of the audited financial statements is available upon request.

*Infoxchange became the sole member of Connecting Up on 30 November 2018. Until 30 June 2022, Connecting Up retained a separate structure and continued its operations, with Infoxchange and Connecting Up supporting each other in joint activities through a shared services agreement. As of 30 June 2022, all assets and operations of Connecting Up were transferred to Infoxchange. Infoxchange continues to operate the Connecting Up platform and associated capacity-building programs.*

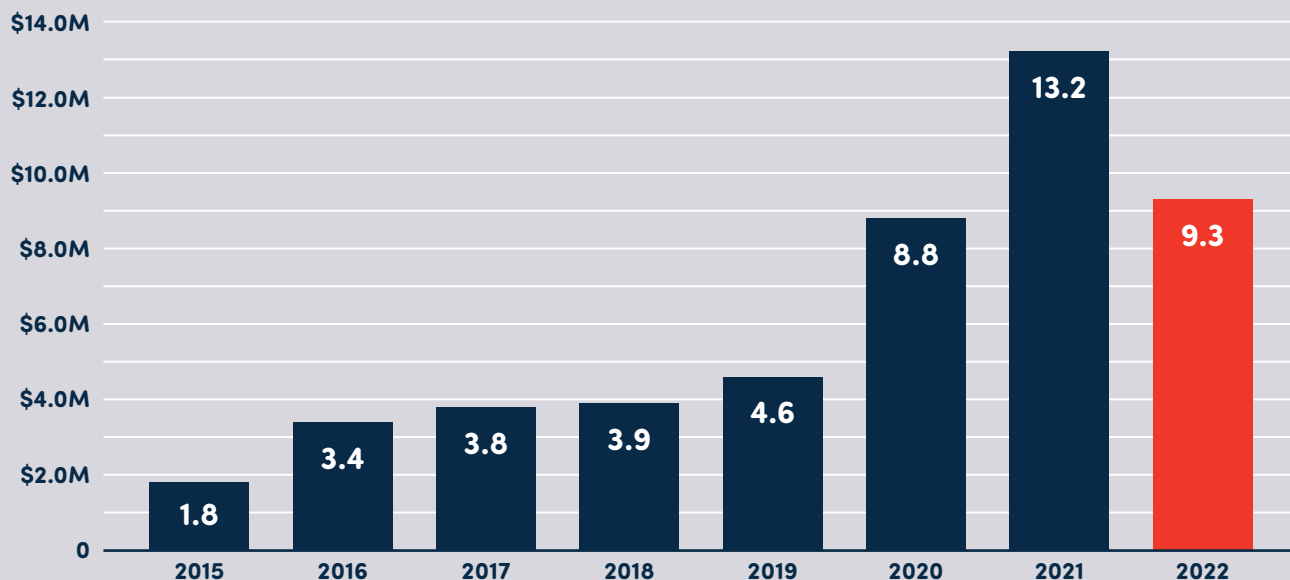


# FINANCIAL OVERVIEW

## INCOME GROWTH BY FINANCIAL YEAR



## CASH AND INVESTMENTS BY FINANCIAL YEAR



# STATEMENT OF PROFIT AND LOSS

AS AT 30 JUNE 2022

	2022 (\$)	2021 (\$)	2020 (\$)	2019 (\$)
Total income	30,206,608	28,824,439	25,684,699	19,772,360
Employee benefits	(16,936,960)	(15,148,168)	(13,075,658)	(11,179,444)
Direct costs of providing services	(8,092,037)	(7,053,262)	(6,468,843)	(3,866,940)
Contract labour	(1,138,700)	(1,041,000)	(893,463)	(670,388)
Depreciation and amortisation expense	(763,096)	(821,925)	(1,211,245)	(526,211)
Property expenses	(264,319)	(267,493)	(211,340)	(617,200)
Travel expenses	(70,109)	(41,967)	(187,700)	(298,906)
Lease interest expense	(96,577)	(115,131)	(134,747)	-
Other operating expenses	(4,042,134)	(2,423,074)	(2,233,199)	(1,731,119)
<b>Operating surplus/(deficit) for the year</b>	<b>(1,197,324)</b>	<b>1,912,419</b>	<b>1,268,504</b>	<b>882,152</b>
Investment in strategic initiatives	(1,505,390)	(425,195)	-	-
Net gain/(loss) on investments classified as Fair Value through other comprehensive income	(586,293)	-	-	-
<b>Total comprehensive surplus/(deficit) for the year</b>	<b>(3,289,007)</b>	<b>1,487,224</b>	<b>1,268,504</b>	<b>882,152</b>

N.B. This version of accounts has some different classification to the audited financial statements, and income from software sales has been reflected as gross income.

# THANK YOU

Thank you to all our incredible partners and supporters who have worked with us this year to achieve positive social change through the innovative and creative use of technology.







## ACKNOWLEDGEMENT OF COUNTRY

We're based on the lands of the Wurundjeri, Kurna and Turrbal peoples, the traditional custodians of the land, waters and knowledge for this place, where we gather to collaborate and strengthen communities.

In our work, we recognise the importance of Country – not just as a place, but how it also maintains community, family, kin, lore and language.

We pay our respects to Elders past and present. This always was, always will be Aboriginal land.

We support the Uluru Statement from the Heart.



## OUR COMMITMENT TO THE ENVIRONMENT

We are proud to officially be a 100 percent carbon neutral organisation. We've achieved this through various initiatives such as switching to power-saving LEDs, reducing the waste we send to landfill, using only carbon-offset power and the purchasing of carbon credits from Carbon Social.



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THIS REPORT ONLINE:  
2022.INFOXCHANGE.ORG**

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